

SELECTIVE CONVERSATION RECORDING USING SPEECH HEURISTICS

ABSTRACT OF THE DISCLOSURE

5 A system and method for selectively monitoring,
recording, storing, and handling telephone conversations
through the use of speech analysis is disclosed. In
particular, the present invention utilizes a speech
analyzer to analyze a speech signal during a telephone
conversation between two parties, and a recording and
storage device to record and store the telephone
conversation. Based on variations in signal
10 characteristics related to the emotional state of the
caller, the system selectively generates a trigger to
keep the stored recording of the telephone conversation.
The present invention also selectively determines whether
to send a notification in response to said trigger.

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